

Claims

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Sub A
1. A method of forwarding messages among peripherals of an automatic call distributor, such method comprising the steps of:

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Sub B
forming a message table in a first peripheral of the automatic call distributor; and

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Sub C
forwarding a message from the first peripheral to a second peripheral of the automatic call distributor based upon a content of the message table.

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Sub D
2. The method of reducing message traffic as in claim 1 further comprising entering an identifier of a message to be forwarded into the formed message table in the peripheral.

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Sub E
3. The method of reducing message traffic as in claim 2 wherein the step of entering the identifier of the message further comprises entering a corresponding destination identifier to the entry.

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Sub F
4. The method of reducing message traffic as in claim 3 wherein the step of entering the identifier further comprising providing a reference to a line of a message matrix.

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Sub G
5. The method of reducing message traffic as in claim 4 wherein the step of sending the list of unnecessary messages further comprises storing the list in said table of the automatic call distributor.

6. The method of reducing message traffic as in claim
5 further comprising forming a message for transmission
to a set of peripherals, including said peripheral.

5 7. The method of reducing message traffic as in claim
6 wherein the step of forming a message for
transmission to a set of peripherals further comprises
retrieving an identifier of said peripheral of the set
of peripherals.

10 8. The method of reducing message traffic as in claim
7 wherein the step of retrieving an identifier of said
peripheral of the set of peripherals further comprises
retrieving the list of unnecessary messages from said
table based upon said identifier of said peripheral.

15 9. The method of reducing message traffic as in claim
8 wherein the step of retrieving the list further
comprises comparing an identifier of the message with
20 the list of unnecessary messages transmitted from said
peripheral to the automatic call distributor.

25 10. The method of reducing message traffic as in claim
9 wherein the step of comparing the identifier of the
message with the list of unnecessary messages further
comprises discarding the message when a match is found
between the identifier of the message and an entry of
the list of unnecessary messages.

30 11. Apparatus for reducing message traffic in an
automatic call distributor, such apparatus comprising:

means for forming a message table adapted to control messages forwarded to a peripheral of the automatic call distributor; and

means for amending the table upon startup of the

5 peripheral.

12. The apparatus for reducing message traffic as in claim 11 further comprising means for forming a list of identifiers of unnecessary messages in the peripheral upon startup.

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13. The apparatus for reducing message traffic as in claim 12 wherein the means for forming the list of unnecessary messages further comprises means for retrieving the list from memory.

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14. The apparatus for reducing message traffic as in claim 13 further comprising means for sending the list of unnecessary messages to the automatic call distributor.

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15. The apparatus for reducing message traffic as in claim 14 wherein the means for sending the list of unnecessary messages further comprises means for storing the list in said table of the automatic call distributor.

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16. The apparatus for reducing message traffic as in claim 15 further comprising means for forming a message for transmission to a set of peripherals, including said peripheral.

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17. The apparatus for reducing message traffic as in
claim 16 wherein the means for forming a message for
transmission to a set of peripherals further comprises
means for retrieving an identifier of said peripheral
5 of the set of peripherals.

18. The apparatus for reducing message traffic as in
claim 17 wherein the means for retrieving an
identifier of said peripheral of the set of peripherals
10 further comprises means for retrieving the list of
unnecessary messages from said table based upon said
identifier of said peripheral.

19. The apparatus for reducing message traffic as in
15 claim 18 wherein the means for retrieving the list
further comprises means for comparing an identifier of
the message with the list of unnecessary messages
transmitted from said peripheral to the automatic call
distributor.

20. The apparatus for reducing message traffic as in
claim 19 wherein the means for comparing the identifier
of the message with the list of unnecessary messages
further comprises means for discarding the message when
25 a match is found between the identifier of the message
and an entry of the list of unnecessary messages.

21. Apparatus for reducing message traffic in an
automatic call distributor, such apparatus comprising:
30 a message table within a memory of the automatic
call processor adapted to control messages forwarded to
a peripheral of the automatic call distributor; and

a message processor adapted to amend the table upon startup of the peripheral.

22. The apparatus for reducing message traffic as in
5 claim 21 further comprising a table within a memory of the peripheral adapted to form a list of identifiers of unnecessary messages in the peripheral upon startup.

23. The apparatus for reducing message traffic as in
10 claim 22 wherein the table for forming the list of unnecessary messages further comprises a peripheral processor adapted to retrieve the list from memory.

24. The apparatus for reducing message traffic as in
15 claim 23 further comprising a communication processor adapted to send the list of unnecessary messages to the automatic call distributor.

25. The apparatus for reducing message traffic as in
20 claim 24 wherein the communication processor adapted to send the list of unnecessary messages further comprises a receiving processor adapted to storing the list in said table of the automatic call distributor.